UK

TRUST DIRECT WEBSCAN 19200

User's Manual

Version 1.0

Thank you

Thank you very much for purchasing this product from the Trust range. We wish you hours of fun with it. Please read this manual carefully before using the product.

Registration

Register your purchase now at the Trust Internet site, www.trust.com, so that you are able to receive optimal guarantee and service support. You will be automatically informed of developments to your product and of other Trust products. You will also have the chance to win some spectacular prizes.

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1. Introduction

This instruction manual is intended for users of the Trust Direct Webscan 19200. Some prior knowledge of computers is necessary for installing this product. If you have any questions, please consult one of the Trust Customer Care Centres. You can find more information about these Customer Care Centres on the last page of this electronic manual, as well as at the back of the quick installation manual.

1.1 Conventions used in this manual

The following conventions have been used in this manual to indicate instructions:

<**key**> Here you should press a key. The name of the key is given between brackets.

'**System**' This is a specific term used in a program. These are the terms used by, for example, Microsoft Windows 98.

[**DIR**] Key in the text shown in square brackets [….].

{term} The text between the parentheses {….} is the English term, e.g. {File} used in the figure referred to.

Additional information will be shown as follows:

***NOTE**: If you connect the scanner to a USB HUB, then the USB HUB should have its own power supply.*

The examples assume that the letter "D" has been assigned to your CD-ROM drive. If your system uses a different drive letter for your CD-ROM drive, for example "E", you should replace "D" by "E".

1.2 Contents of the package

Check the contents of the package. It must contain:

- Scanner;
- USB cable;
- CD-ROM with setup programs and applications;
- CD-ROM with Photo Express 3.0;
- Quick installation manual.

If anything is missing or damaged, please contact one of the Trust Care Centres. You can find more information at the back of this instruction manual.

1.3 Minimum system requirements

- Intel Pentium 166MMX CPU
- 1 free USB port
- 16 MB memory
- 100 MB free hard disk space (extra HDD space necessary for applications)
- 4 Speed CD-ROM player
- Windows 98, ME or 2000

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2. Safety

Read the following instructions carefully before use:

1. Do not use this equipment in humid environments such as bathrooms, damp basements, swimming pools, etc.
2. Never insert objects into the openings on the outside of the device as you can come into contact with live electrical components. This can cause fire or give strong electrical shocks.
3. Do not try to repair the equipment yourself. When opening or removing the casing you may accidentally come into contact with live parts. There are other risks as well.
4. Under the following circumstances have the device repaired by qualified personnel:
   a) The cable or plug is damaged or worn;
   b) Liquid has entered the device;
   c) The device has fallen and/or the casing has been damaged.
5. Position the device so that the cables cannot be damaged.

3. Installation

Note: *To install Trust Direct Webscan 19200, you must first install the software and then connect the scanner to the USB port of the scanner.*

3.1 Installation TWAIN setup program

1. Make sure Windows is started up.
2. Insert the CD-ROM with setup programs and applications in your CD-ROM player.
3. The CD-ROM automatically starts up the Trust Software Installer (see figure 2). If yours does not start up automatically, select 'Run' in the Windows start menu. See figure 1.

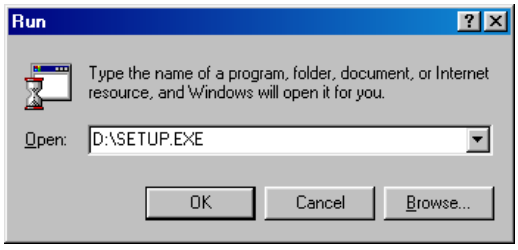

Figure 1: starting up installation

4. Type in [D:\SETUP.EXE] and click on 'OK' to start up the Trust Software Installer.

Figure 2: Trust Software Installer

5. In the left window, select the language you wish to use during installation. See figure 2.
6. Click on the 'Direct Webscan 19200' button to start up installation of the TWAIN setup program.
7. Select the language version of the TWAIN setup program you want and click on 'OK'.
8. Click on 'Next' to continue installation. See figure 3.

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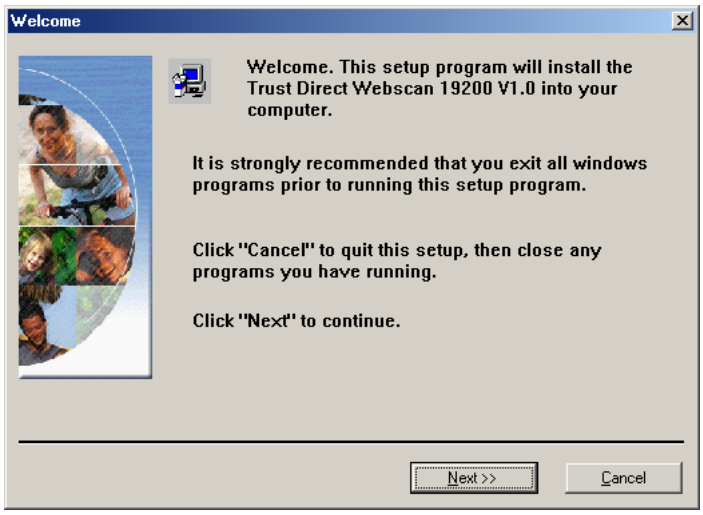
Welcome
Welcome. This setup program will install the Trust Direct Webscan 19200 V1.0 into your computer.
It is strongly recommended that you exit all windows programs prior to running this setup program.
Click "Cancel" to quit this setup, then close any programs you have running.
Click "Next" to continue.
Next >>
Cancel

Figure 3: TWAIN setup program installation

9. Indicate a location where you want to install the setup program (if necessary) and click on ‘Next’. See figure 4.

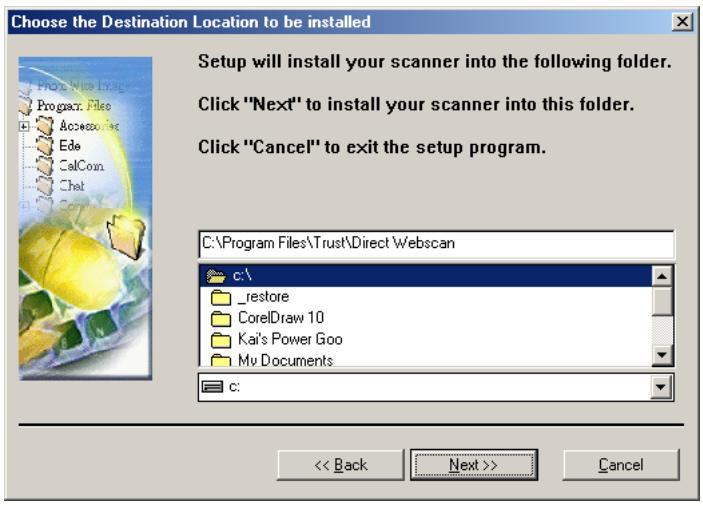

Figure 4: entering location of setup program

10. Select the ‘Custom’ option and make sure both options are checked in the following screen. Then click on ‘Next’. See figure 5.

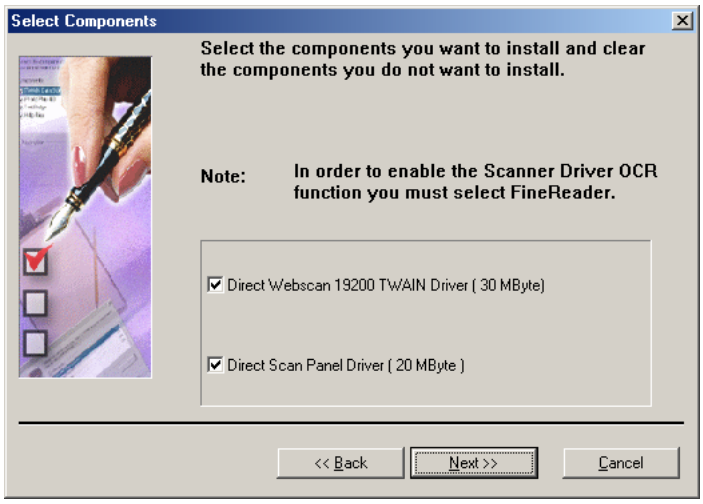
Select Components
Select the components you want to install and clear the components you do not want to install.
Note:
In order to enable the Scanner Driver OCR function you must select FineReader.
Direct Webscan 19200 TWAIN Driver (30 MByte)
Direct Scan Panel Driver (20 MByte)
<< Back
Next >>
Cancel

Figure 5: selecting the necessary options

11. Indicate a location where the program icons will be located (if necessary) and click on ‘Next’. See figure 6.

Select the program folder
Setup will add program icons to the Program Folder listed below. You may type a new folder name, or select one from the existing folders list. Click "Next" to continue.
Program folders:
Trust\Direct Webscan 19200
Accessories
StartUp
WinZip
Roxio Easy CD Creator 5
MadOnion.com
Jasc Software
Ulead Photo Express 3.0 SE
Kai's Power Goo
<< Back
Next >>
Cancel

Figure 6: indicating program icon location

12. Click on ‘Start Install’ to copy the files to the location indicated. See figure 7.

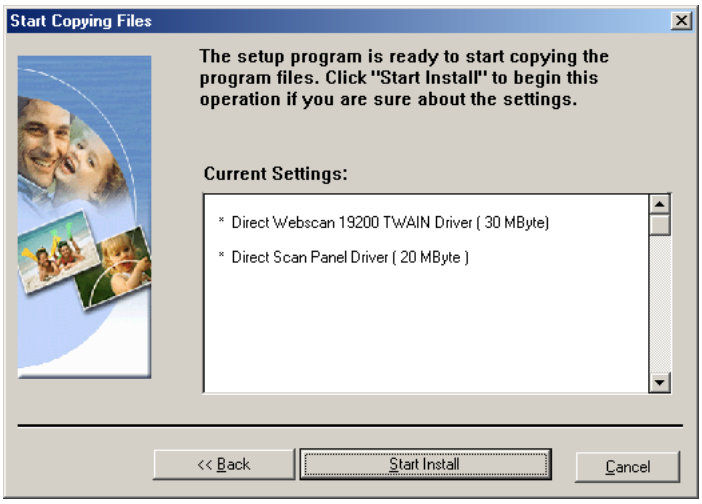
Start Copying Files
The setup program is ready to start copying the program files. Click "Start Install" to begin this operation if you are sure about the settings.
Current Settings:
* Direct Webscan 19200 TWAIN Driver (30 MByte)
* Direct Scan Panel Driver (20 MByte)
<< Back
Start Install
Cancel

Figure 7: beginning installation

13. After installation, click on 'Yes' if your want to view the hardware tour, in which the scanner connection is presented. Click on 'No' if you want to skip the hardware tour in order to complete installation. See figure 8.

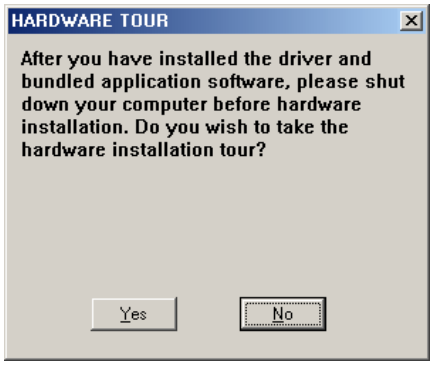
HARDWARE TOUR
After you have installed the driver and bundled application software, please shut down your computer before hardware installation. Do you wish to take the hardware installation tour?
Yes
No

Figure 8: Follow the hardware tour

14. Click on 'OK' to complete installation and restart your system. See figure 9.

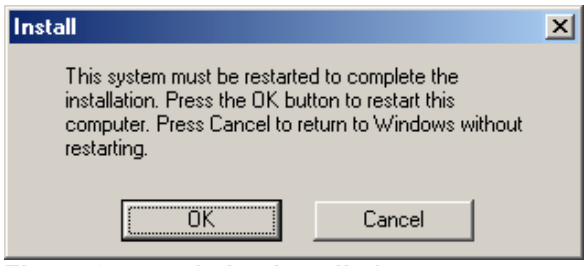
Install
This system must be restarted to complete the installation. Press the OK button to restart this computer. Press Cancel to return to Windows without restarting.
OK
Cancel

Figure 9: completing installation

You have completed installation of the setup program. For installation of the necessary software and connecting the scanner, proceed with the following chapters.

3.2 Installation Fine Reader 4.0 Sprint

For the complete operation of the OCR function (Optical Character Recognition) of the scanner, you need to install the application Fine Reader 4.0 Sprint. Fine Reader is a program to scan text and to convert it to a text document. This can subsequently be processed in a word processing program. A very detailed manual of the program can be found on the CD-ROM and can be started easily from the Trust Software Installer menu. See figure 2.

Follow the directions below for the installation:

1. Follow steps 1 to 5 of chapter 3.1 once again to start the Trust Software Installer.
2. Click on the 'Fine Reader 4.0 Sprint' button to start the installation.
3. Select the language you want to use for the installation and click on 'Next'.
4. Click on 'Agree' to accept the license agreement and continue installation.
5. Enter your name and, if you wish, your company name and click on 'Next'. See figure 10.

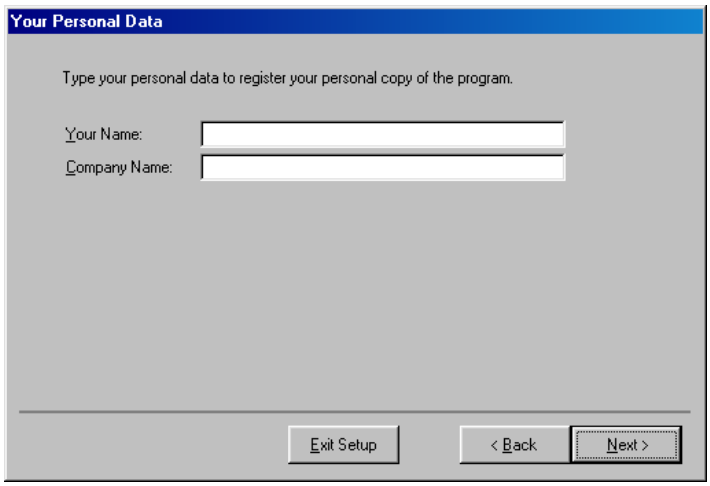
Your Personal Data
Type your personal data to register your personal copy of the program.
Your Name:
Company Name:
Exit Setup
< Back
Next >

Figure 10: enter personal data

6. Click on 'Next' once again to confirm your data.
7. Click on the 'Full installation' button to install all options. See figure 11.

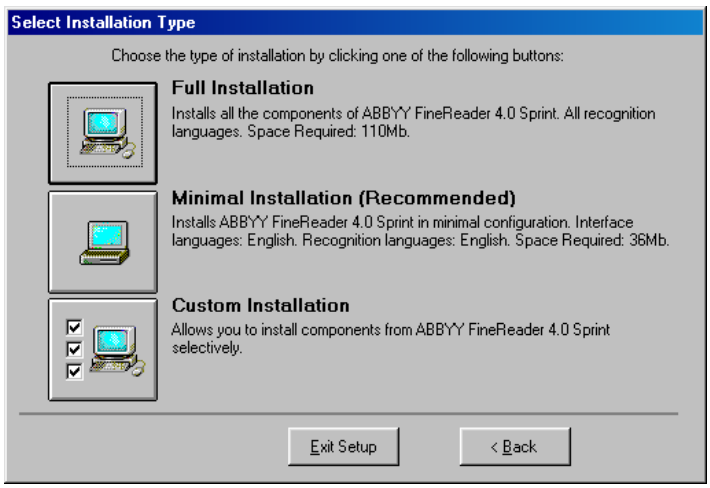
Select Installation Type
Choose the type of installation by clicking one of the following buttons:
Full Installation
Installs all the components of ABBYY FineReader 4.0 Sprint. All recognition languages. Space Required: 110Mb.
Minimal Installation (Recommended)
Installs ABBYY FineReader 4.0 Sprint in minimal configuration. Interface languages: English. Recognition languages: English. Space Required: 36Mb.
Custom Installation
Allows you to install components from ABBYY FineReader 4.0 Sprint selectively.
Exit Setup
< Back

Figure 11: installing the selected options

8. Indicate a location where you want FineReader to be installed and click on 'Next'. See figure 12.

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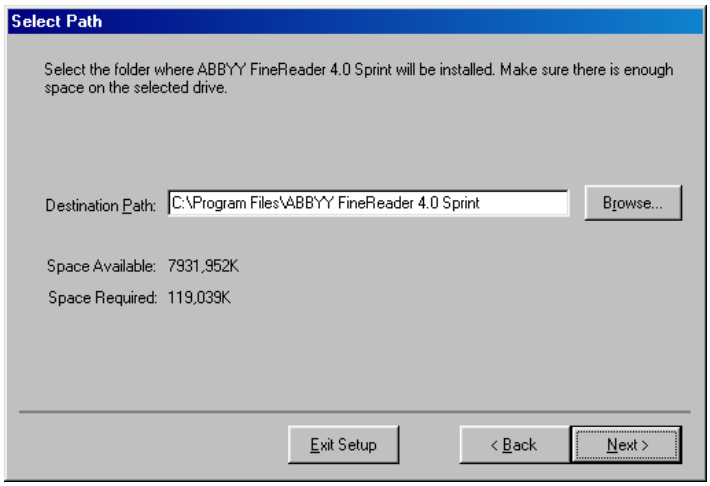
Select Path
Select the folder where ABBYY FineReader 4.0 Sprint will be installed. Make sure there is enough space on the selected drive.
Destination Path:
C:\Program Files\ABBYY FineReader 4.0 Sprint
Browse...
Space Available: 7931,952K
Space Required: 119,039K
Exit Setup
< Back
Next >

Figure 12: indicating program file location

9. Click on ‘Next’ once more to confirm the location indicated.
10. Click on ‘Go’ to copy the program to the indicated location. See figure 13.

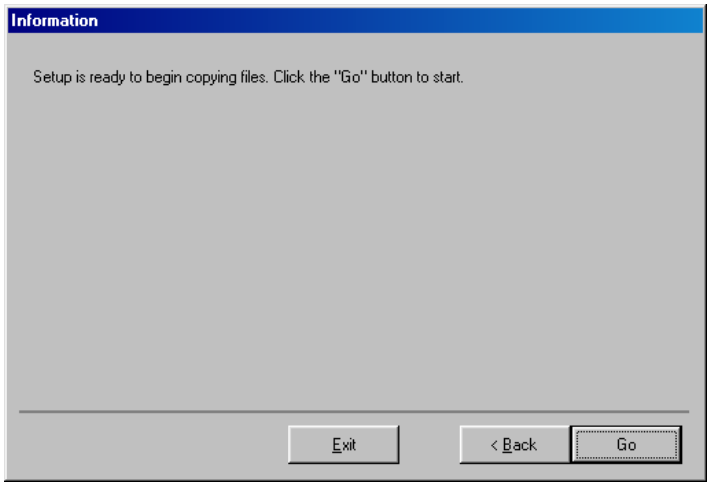

Figure 13: beginning copying files

11. After installation you will be given the opportunity to register online. Click on ‘Skip’ to skip the registration See figure 14.

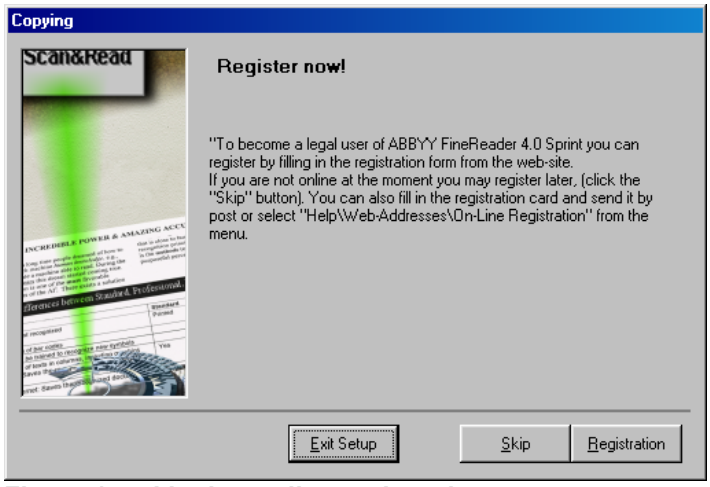
Copying
Scan&Read
Register now!
"To become a legal user of ABBYY FineReader 4.0 Sprint you can register by filling in the registration form from the web-site.
If you are not online at the moment you may register later, (click the "Skip" button). You can also fill in the registration card and send it by post or select "Help\Web-Addresses\On-Line Registration" from the menu.
Exit Setup
Skip
Registration

Figure 14: skipping online registration

12. You have completed installation. Click on ‘OK’ to finish installation.

3.3 Photo Express 3.0 installation

The enclosed Ulead Photo Express 3.0 SE enables you to process your scanned images extensively, for instance:

- Changing and adding colours;
- Adding text to the image;
- Implement various effects in the image, such as ‘Morphing’, for example;
- Creating postcards and greeting cards from the image;
- etc.

For an extensive description of all possibilities of this program, see the Ulead Photo Express user manual. After installing the program you can find this manual in the Windows Start menu at the location ‘Start - programs - Ulead Photo Express 3.0 SE - Screenbook’.

Note: *The extensive Ulead Photo Express manual can also be simply selected in the menu, which starts up automatically when inserting Ulead CD-ROM; the program also includes an extensive help function.*

Follow the directions below for the installation:

1. Place the Ulead Photo Express 3.0 CD-ROM in your CD-ROM player.
2. The installation screen of this program starts automatically. If this does not happen in your case, go to ‘Start - Perform’ and type in [D:\SETUP.EXE]. Then click on ‘OK’.
3. Click on ‘Install’ in the menu to start the installation.
4. Select the language you wish to use during the installation and click on ‘OK’.
5. Click on ‘Next’ to continue with the installation. See figure 15.

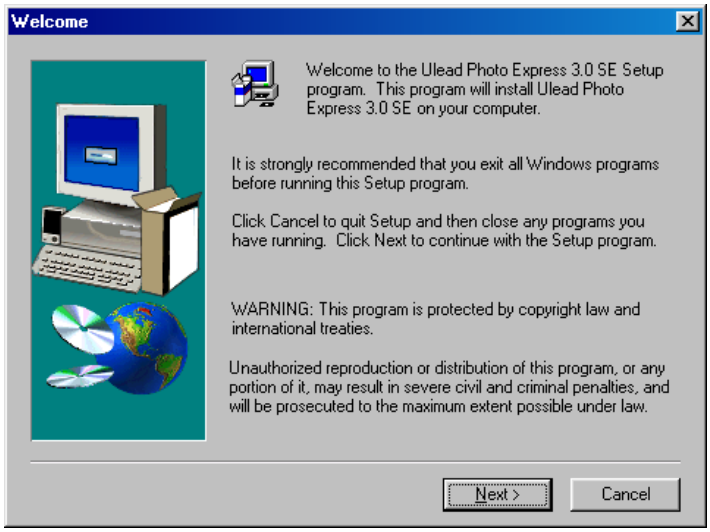
Welcome
Welcome to the Ulead Photo Express 3.0 SE Setup program. This program will install Ulead Photo Express 3.0 SE on your computer.
It is strongly recommended that you exit all Windows programs before running this Setup program.
Click Cancel to quit Setup and then close any programs you have running. Click Next to continue with the Setup program.
WARNING: This program is protected by copyright law and international treaties.
Unauthorized reproduction or distribution of this program, or any portion of it, may result in severe civil and criminal penalties, and will be prosecuted to the maximum extent possible under law.
Next >
Cancel

Figure 15: installation Ulead Photo Express 3.0 SE

6. Click on ‘Yes’ to accept the license agreement and continue installation. See figure 16.

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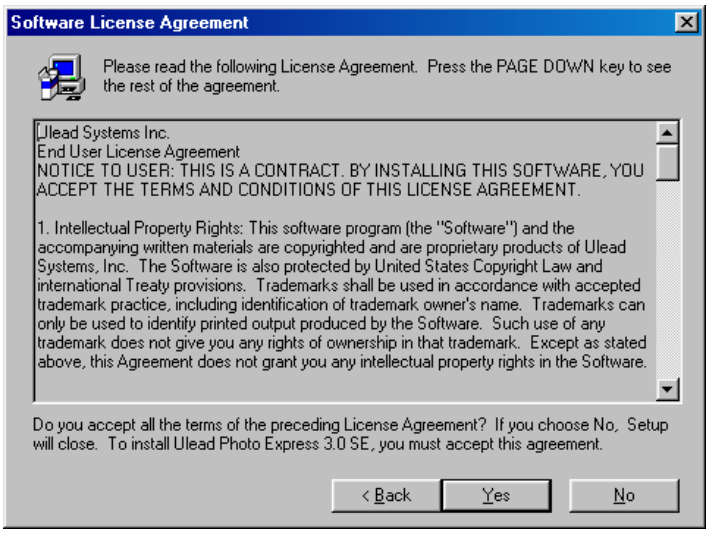
Software License Agreement
Please read the following License Agreement. Press the PAGE DOWN key to see the rest of the agreement.
Ulead Systems Inc.
End User License Agreement
NOTICE TO USER: THIS IS A CONTRACT. BY INSTALLING THIS SOFTWARE, YOU ACCEPT THE TERMS AND CONDITIONS OF THIS LICENSE AGREEMENT.
1. Intellectual Property Rights: This software program (the "Software") and the accompanying written materials are copyrighted and are proprietary products of Ulead Systems, Inc. The Software is also protected by United States Copyright Law and international Treaty provisions. Trademarks shall be used in accordance with accepted trademark practice, including identification of trademark owner's name. Trademarks can only be used to identify printed output produced by the Software. Such use of any trademark does not give you any rights of ownership in that trademark. Except as stated above, this Agreement does not grant you any intellectual property rights in the Software.
Do you accept all the terms of the preceding License Agreement? If you choose No, Setup will close. To install Ulead Photo Express 3.0 SE, you must accept this agreement.
< Back
Yes
No

Figure 16: accepting the license agreement

7. If you wish, indicate a location for Photo Express to be installed and click on ‘Next’. See figure 17.

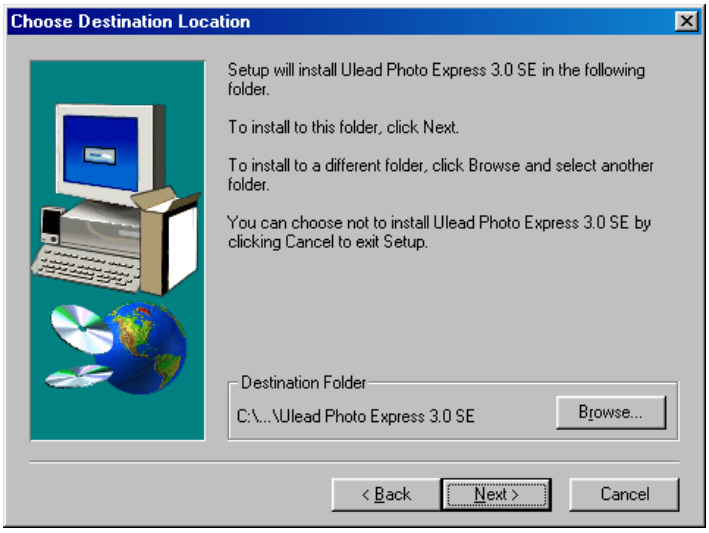
Choose Destination Location
Setup will install Ulead Photo Express 3.0 SE in the following folder.
To install to this folder, click Next.
To install to a different folder, click Browse and select another folder.
You can choose not to install Ulead Photo Express 3.0 SE by clicking Cancel to exit Setup.
Destination Folder
C:\...\Ulead Photo Express 3.0 SE
Browse...
< Back
Next >
Cancel

Figure 17: indicating program file

8. Click on the ‘Typical’ button to install the selected program options. See figure 18.

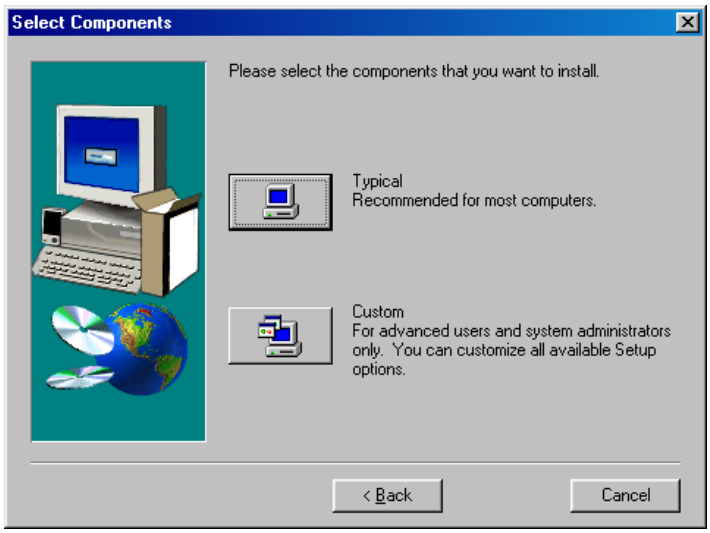
Select Components
Please select the components that you want to install.
Typical
Recommended for most computers.
Custom
For advanced users and system administrators only. You can customize all available Setup options.
< Back
Cancel

Figure 18: selecting the program options you want

9. If you wish, indicate a location for the program icons and click on ‘Next’. See figure 19.

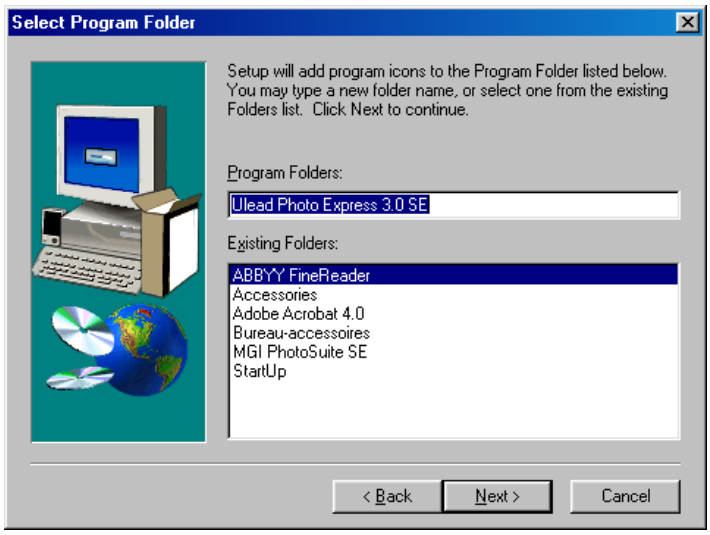
Select Program Folder
Setup will add program icons to the Program Folder listed below. You may type a new folder name, or select one from the existing Folders list. Click Next to continue.
Program Folders:
Ulead Photo Express 3.0 SE
Existing Folders:
ABBYY FineReader
Accessories
Adobe Acrobat 4.0
Bureau-accessoires
MGI PhotoSuite SE
StartUp
< Back
Next >
Cancel

Figure 19: indicate location for program icon

10. Click ‘Next’ once more to confirm all settings
11. After installation, switch off the ‘Online registration’ option to skip registration and click on ‘Finish’ to complete the installation. See figure 20.

UK

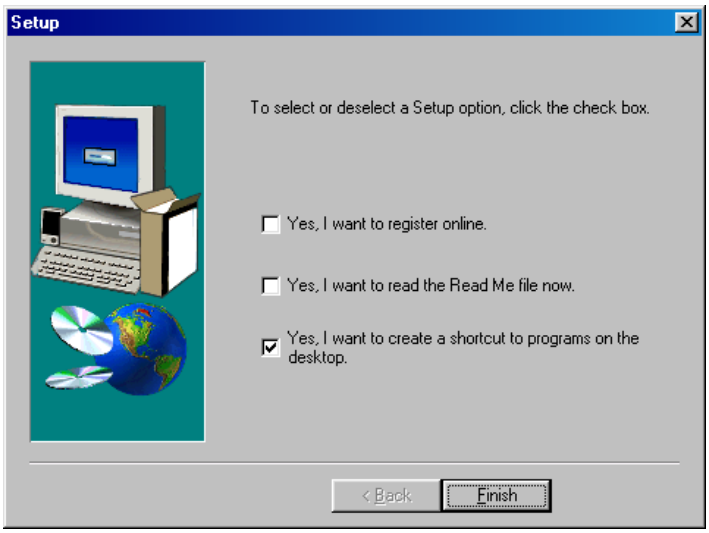
Setup
To select or deselect a Setup option, click the check box.
Yes, I want to register online.
Yes, I want to read the Read Me file now.
Yes, I want to create a shortcut to programs on the desktop.
< Back
Finish

Figure 20: cancelling online registration and completing installation

12. Click on ‘OK’ to close the information screen.
13. Click on ‘Finish’ to restart your system. See figure 21.

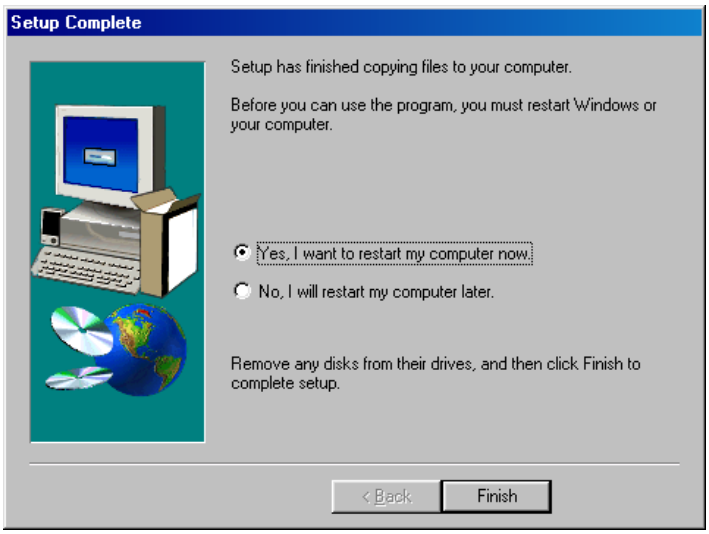
Setup Complete
Setup has finished copying files to your computer.
Before you can use the program, you must restart Windows or your computer.
Yes, I want to restart my computer now.
No, I will restart my computer later.
Remove any disks from their drives, and then click Finish to complete setup.
< Back
Finish

Figure 21: completing installation and restarting the system

You have completed installation of Ulead Photo Express 3.0 SE. Proceed to the following chapter.

3.4 Connecting the Direct Webscan 19200 to your PC.

Connect the scanner after installing the software.

A USB appliance is hot-swappable. This means that the appliance can be connected to and disconnected from your computer while this is switched on.

1. Ensure that Windows has been started up.
2. Connect one end of the enclosed USB cable to the scanner.
3. Connect the other end of the USB cable to a free USB port of the computer.
4. The new hardware is found and the scanner is automatically installed.

Your scanner is now ready for use.

4. Using the scanner

You can scan in 2 ways with the Trust Direct Webscan 19200, i.e. via the Direct Scan application (easiest) and via the TWAIN interface screen (more possibilities). For using the scanner, see the chapters below:

4.1 Direct Scan application

The 'Direct Scan' application is the easiest way to scan. You can scan a photo or document and open them in a photo-processing program (Photo Express), open them in an OCR application (Fine Reader), print them on your printer or send them by e-mail with one push of the button, in combination with the buttons on the scanner. Follow the instructions below:

1. After the installation of the software, a 'Direct Scan' icon will appear on the Windows task bar. If the icon does not appear, go to 'Start - Program's - Trust - Direct Webscan 19200' and select 'Direct Scan' in the menu.
   The scanner buttons can now be used to scan.
2. Double click on this to start the Direct Scan application. See figure 22.

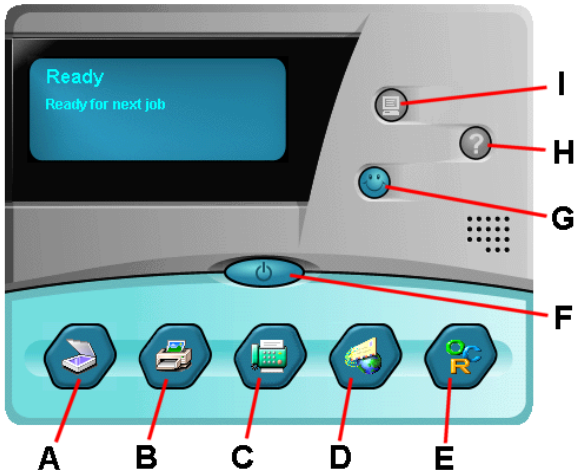

Figure 22: Direct Scan application

3. Place an image with the part to be scanned on the glass plate and close the cover.
4. Click on one of the buttons of the scanner or the Direct Scan application to scan the image and send it to the location indicated.
5. For the description of the various buttons of the Direct Scan application, see the table below:

Button		Function	Description
A		Scan	Scans the image and sends this directly to the application Photo Express in which the image can be processed and stored in the computer. ***Note:*** *You must have Ulead Photo Express installed on your PC.*
B		Copy	Scans the image and sends this directly to your printer. A new screen on which you can adapt various set-ups appears in advance. ***Note:*** *You must have a printer installed on your PC to use this option.*
C		Fax	Scans the image and sends this directly to your fax application. ***Note:*** *You must have a modem and a fax application installed on your system to use this option.*

Button		Function	Description
D		E-mail	Scans the image and sends this directly to your standard e-mail program. The image is attached as JPG file to your mail.
E		OCR	Scans the document with text and sends this to your standard OCR application (Fine Reader 4.0 Sprint), where the document is converted to a text file. The text file can now be processed with a word processor. ***Note:*** *You must have FineReader Sprint installed on your system.*
F		Exit	Closes the Direct Scan application.
G		Personal Style	With this button you can change various Windows components as you wish; alter your start-up screen, desktop, system logo, screensaver, closing screen, mouse indicator, etc.
H		Help	Starts the help function of the Direct Scan application.
I		Settings	Changes the settings of the Direct Scan application. Here you can change the scan, OCR and e-mail settings.

For a more detailed description of the various options of the ‘ScanPanel’ application, consult the help function (H).

4.2 TWAIN interface screen

The TWAIN interface screen provides you with very extensive possibilities for changing your scan settings. You can open the TWAIN window by selecting it from the Windows Start menu or by selecting it from TWAIN-compatible applications such as Ulead Photo Express. Follow the instructions below:

Note: *The Ulead Photo Express manual is on the CD-ROM enclosed; the program also includes an extensive help function.*

1. Start up the ‘Ulead Photo Express’ program.
2. The ‘Device Type’ screen will appear once. Select the ‘Flatbed scanner’ option to select the Trust Direct Webscan 19200 and click on ‘OK’. See figure 23.

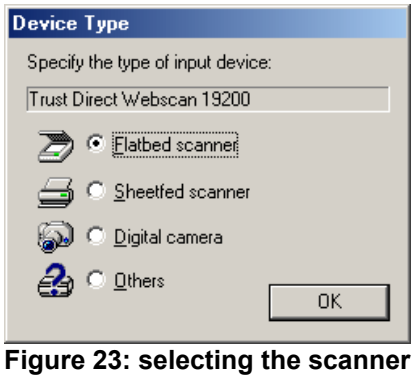

Figure 23: selecting the scanner

3. The Photo Express main screen will appear. Click on the ‘Get’ button and then select ‘Scanner’. See figure 24.

Figure 24: requesting the scanner in Photo Express

4. A number of scanner options will appear in the Photo Express window on the right. At 'Select data source' (A), select 'Trust Direct Webscan 19200'. See figure 25.

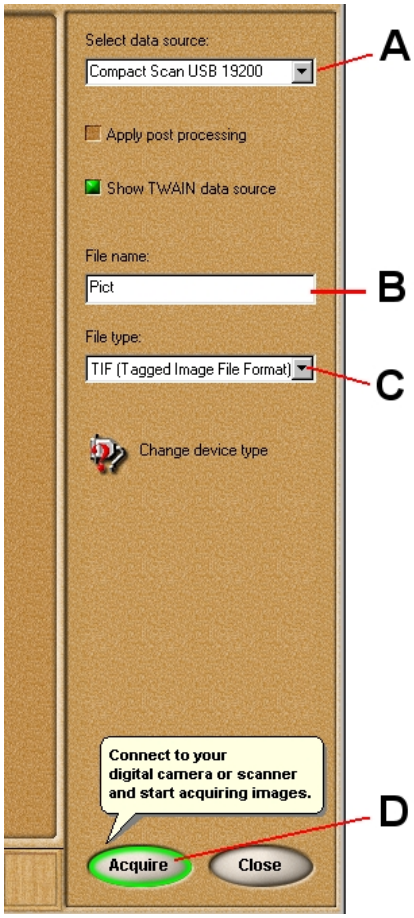

Figure 25: activating the scanner

5. Indicate a name for the image to be scanned at ‘File name’ (B). See figure 25.
6. Indicate a file format for the image to be scanned at ‘File type’ (C). See figure 25.
7. Click on the ‘Acquire’ button (D) to request the TWAIN interface screen of the scanner. See figure 25.
8. Click on the ‘Preview’ button in the TWAIN interface screen to create a scan preview of the image on the glass plate. This will be visible in the window on the right. See figure 26.

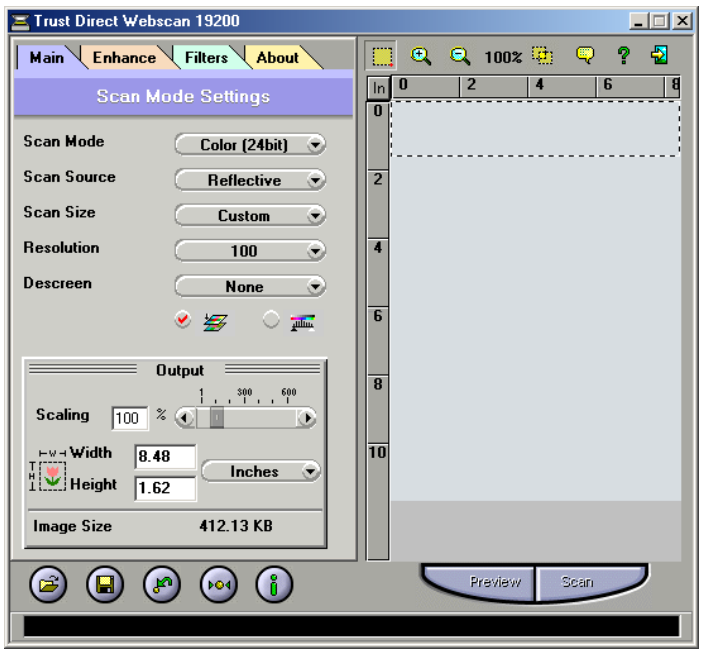

Figure 26: TWAIN interface screen

9. A dotted line will appear automatically around the scan preview of the image. This is the area that will be used when creating the scan. You can also select a scan area yourself by dragging the mouse across the scan preview. (Keeping the left mouse button pressed down).
10. Change the settings in the left window to your liking and then click on the ‘Scan the image’ button to scan the selected scan area with your settings. For the various TWAIN settings, see chapter 4.3.
11. When the scan has been created, close the TWAIN interface screen. The scanned image will have automatically been sent to the work Photo Express window. Double-click on the image in order to process it. See figure 27.

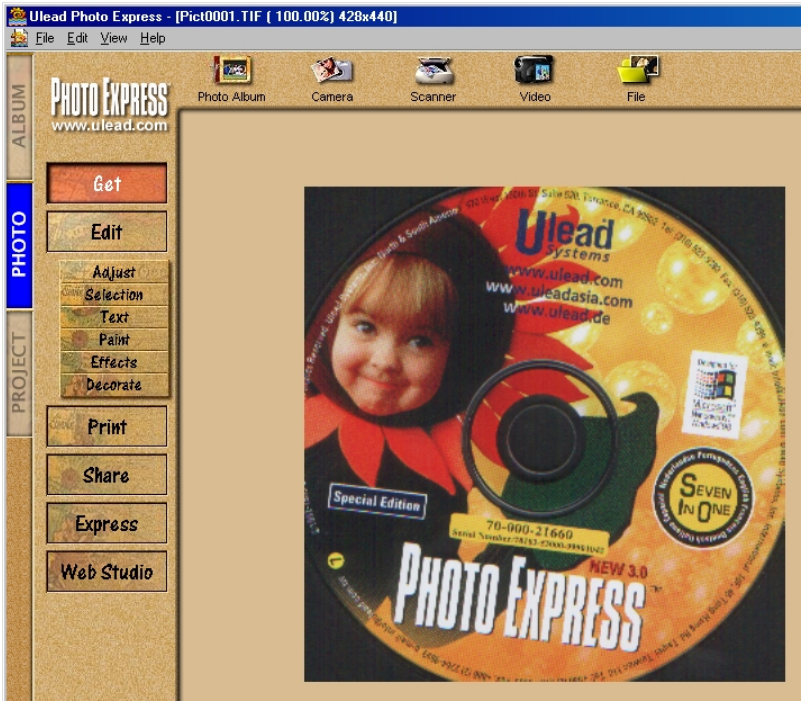

Figure 27: processing the scanned image

12. Click on the ‘Share’ button and select the ‘Save’ option to save the image. See figure 28.

Figure 28: saving the scanned image

13. Indicate the location (A), file name (B) and file format (C) and click on the ‘Save’ button (D) in the right-hand Photo Express window. See figure 29.

Figure 29: image data

You have completed creating a scan. See the Ulead Photo Express manual for a description of all the possibilities of this program. The manual can also be simply selected from the menu, which starts up automatically when inserting the Ulead CD-ROM in your CD-ROM player.

4.3 TWAIN settings

There are several buttons (see figure 26) in the TWAIN interface screen. See the table below for the description of the buttons:

Button	Function
Selection framework (Cropping Tool)	Select the area in the preview window.
Zoom (Zoom)	Enlarging or reducing the image in the preview window.
Batch scan	Create several scans of a random part of the document.
Language	Setting the TWAIN language on the screen.
Help	Information about the scanner and the software functions.
Exit	Close the TWAIN dialog window.
Preview	Scan preview
Scan	Creating a scan of the selected area and settings
Load	Load the settings
Save	Save the settings
Previous	Reload the previous settings
Reset	Reset the standard settings
Info	Provides information about the settings

The TWAIN interface screen also includes a number of menus for the various settings. For the description of the various menus, see the chapters below.

4.3.1 Scan Mode Settings (Main)

The ‘Main; Scan Mode Settings’ menu includes the settings necessary for specifying scan parameters (see figure 26). For the various possibilities, see the table below:

Function	Options	Description
Scan mode	LineArt	• Scanning texts. • Scanning black/white drawings. • Using OCR-software.
	Greyscale (Grey)	• Scanning images with greyscale. • Scanning a colour original, which must be converted to greyscale.
	Colour (Colour) 24 or 48 bits	Scanning images in colour.
Scan Source	Overview*	Scanning an image which is not transparent (e.g. a photo)
Scan Size	A4	Set scansize to 21 x 29.6 cm
	A5	Set scansize to 14.8 x 21 cm

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Function	Options	Description
	Letter	Set scansize to 8.5 x 11 inches
	Custom	Determine the scan area in the selection window yourself.
Resolution	50 - 19200	Selecting programmed resolutions.
	Custom	Inputting a custom resolution between 50 and 19200 DPI. (Only whole numbers)
Descreen	None	No descreen pattern set
	Newspaper	Set descreen pattern for newspaper
	Magazine	Set descreen pattern for magazine / printed matter.
	Art magazine	Setting descreen pattern for printed artwork.
Colour Match	Switched on	Present true image colours.
	Switched off	Larger range of colours. Image may deviate from the original.
Colour Balance	Balancing the colours between the brightest and darkest colours.	
Scaling	Enlarging or reducing the format of the image.	
Width & Height	Present the height and width of the selected area.	
Image Size	Indicates the computer memory or hard disk space necessary for scanning / saving the selected area.	

4.3.2 Advanced Settings (Enhance)

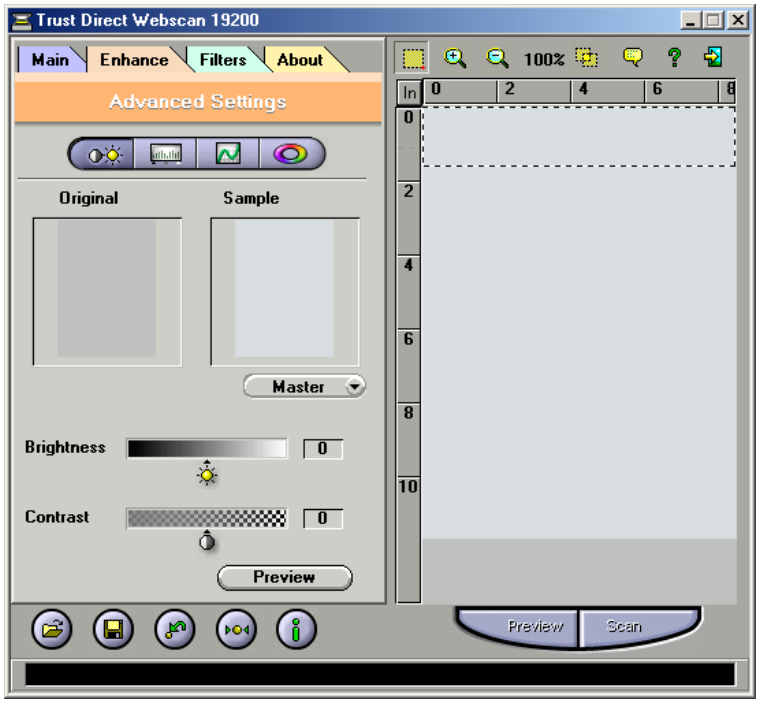

Figure 30: Advanced settings

The ‘Enhance; Advanced settings’ folder includes settings you can apply to the image of the original before you create the final scan.

This folder also contains 2 small images of the scan preview. All changes made in this folder are visible in the image on the right. For the various settings, see the table below:

Function	Options	Description
Channel selection	Master	Adding or reducing all colours equally.
	Red, Green or Blue	Adding or reducing the quantity of the colour selected.
Brightness	Setting the image brightness.	
Contrast	Setting the image contrast.	
Level	Setting the level of brightness, medium tones and shadows	
Curve	Improving the image quality of greyscale and colour images.	
Hue	Adapting red, yellow, green, blue, violet.	
Saturation	Setting the purity of a colour. .	

4.3.3 Image Settings (Filters)

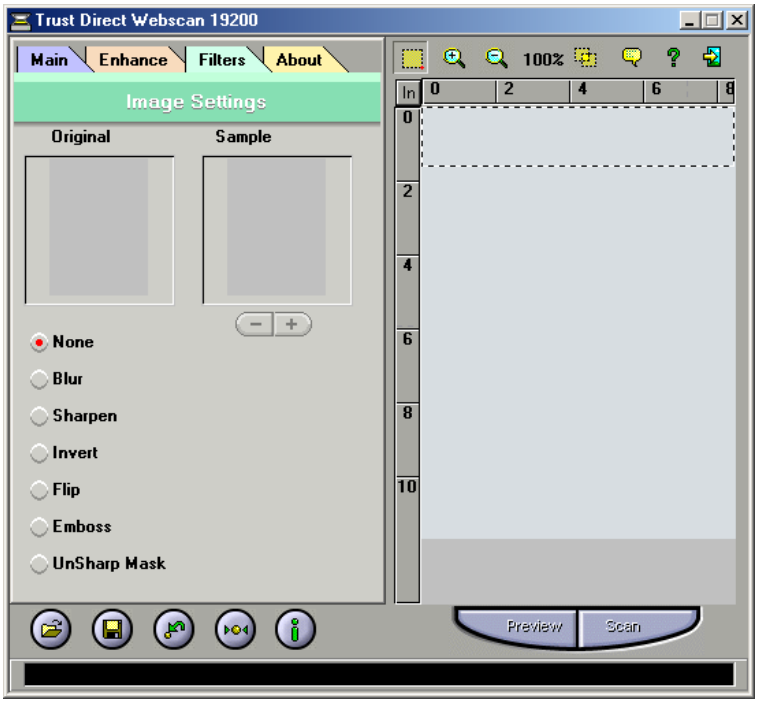

Figure 31: Monitor calibration

The ‘Filters; Image Settings’ folder includes settings which enable you to obtain special effects. This folder also contains 2 small images of the scan preview. The selected effect becomes visible in the image on the right. For the various settings, see the table below:

Options	Description
None	Standard setting. No filter switched on.

Blur	Reduces the sharpness of the image.
Sharpen	Bringing more detail to blurry images.
Invert	Converting colours into their complement.
Flip	Flipping the image horizontally.
Emboss	Dropping or raising components.
Unsharp Mask	Looks for angles in the image and emphasises them.

5. Maintenance

Clean the glass plate regularly with a soft clean cloth to remove dust, fingerprints and other dirt. A clean glass plate is important because all the dirt on the glass plate becomes visible in the scanned image.

Note: *Do not use any aggressive fluids, liquid cleansers or sprays to clean the scanner/glass plate.*

6. Troubleshooting

Problem	Cause	Possible solution
Scanner does not function after being connected to USB port.	Scanner connected to the USB port of the computer before the TWAIN setup programs were installed.	Remove the scanner from the USB port, first install the TWAIN setup program and the applications, and then connect the scanner. See chapter 3.
		If the scanner was connected to an ISB port first, refer to the setup program (inf-file) from the directory 'Win98', 'WinMe' or 'Win2000' of the CD. Then install the TWAIN and applications.
Scanner cannot be installed in Windows 2000.	You have no 'administrator' rights to the Windows 2000 system.	Make sure you are logged on as 'administrator' before installing the scanner
Windows does not detect any new hardware after the scanner is connected.	The USB port is switched off in the BIOS of your computer.	Consult the manual of your computer for switching on the USB port.
	The scanner has already been partially installed in your computer.	Start up the computer in the safe mode, delete all setup program files of the scanner and restart the computer.
The computer does not recognise the scanner.	Scanner is not correctly connected to the computer.	Connect the scanner to the USB port of the computer correctly (see chapter 3).
	Wrong Windows version in the computer.	The USB scanner will not function in Windows 95 and NT. Only use the scanner in Windows 98, Me or 2000.
The error report 'The scanner is not connected' appears.	USB cable is not correctly connected.	Connect the USB cable correctly. See chapter 3.
	The setup program of the scanner has not been installed correctly.	Reinstall the TWAIN setup program. See chapter 3.
The scan command is not carried out.	Scanner not correctly connected to the computer.	Check whether the scanner is connected correctly. See chapter 3.
Computer crashes when using USB.	USB scanner interferes with other USB devices.	Set the other devices to a different address in the BIOS of the computer or switch them off. Consult the manual of your computer for this.
Scan result is too dark.	Monitor is set too dark.	Change the monitor's brightness.
	The number of colours of your screen is set too low.	Set your screen adapter to a minimum of 65,535 colours (16 bits)
Scan result is poor quality.	Resolution set too low.	Set the resolution to a minimum of 300 DPI.
	Number of colours of your screen adapter is set too low.	Set your screen adapter to a minimum of 65,535 colours (16 bits).
	Surface of the glass is dirty. All dirt on the glass plate is visible in the image.	Clean the glass of the scanner thoroughly. See chapter 5.
Scanner functions slowly.	Set for a very high resolution.	In practise, a resolution of 600dpi, at maximum, is sufficient. Use higher solutions only for small original images.
	Insufficient memory.	You need a minimum of 16MB RAM memory. 32MB or more is recommended.

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Problem	Cause	Possible solution
Error report during scanning.	Hard disk is full.	You need 3 times the space of the image to be scanned as free space on the hard disk. Free up more space on the hard disk or select a lower resolution.
	Resolution is too high.	In practise, a resolution of 600dpi, at maximum, is sufficient. Use higher solutions only for small original images.
Question mark visible in 'Direct Scan' icon, application doesn't start.	Scanner is not correctly connected to the USB port.	Connect the scanner correctly to the USB port. See chapter 3.
Error notification when clicking on 'Scan' button in Direct Scan application.	No operation software (Photo Express) installed.	Install the processing software Ulead Photo Express. See chapter 3.
Error notification when clicking on 'Copy' button in Direct Scan application.	No printer installed on your computer.	Install a printer on your computer.
Error notification when clicking on 'Fax' button in Direct Scan application.	No modem and fax-application installed on your computer.	Install a modem and fax-application on your computer.
Error report when clicking on 'E-mail' button in Direct Scan application.	No E-mail application installed in your computer.	Install an E-mail application in your computer, e.g. Outlook Express or Netscape.
USB printer no longer functions after installation of USB scanner.	Setup program of the scanner may cause problems.	First uninstall the printer and scanner, install the scanner, then reinstall the USB printer.
Error notification when clicking on 'OCR' button in Direct Scan application.	No OCR-software (Fine Reader 4.0 Sprint) installed on your computer.	Install the OCR-software 'Fine Reader 4.0 Sprint'. See chapter 3.
Poor OCR result.	Resolution is set too low.	Use a higher resolution when scanning the document.
	Incorrect recognition language installed.	Install the necessary recognition languages for the OCR program. See manual of 'Fine Reader 4.0 Sprint'.
Scanner doesn't work in notebook.	Battery voltage of notebook is insufficient for USB scanner.	Use an external USB-hub with mains adapter.
Scanner is not correctly installed.	Anti virus software is active.	During the installation of the scanner, temporarily disconnect the anti virus software.

Problem	Cause	Possible solution
After use of a USB extension cable the scanner no longer works	A USB cable may be maximum 3 to 5 metres long.	Remove the USB extension cable.

Check the FAQ's on the Internet (www.trust.com). You can also register your product at www.trust.com so that you can receive optimal guarantee and service support.
You will be automatically informed of developments to your product and other Trust products. You will also have the chance of winning some spectacular prizes.

If you still have problems after trying these solutions, please contact one of the Trust Customer Care Centres. You can find more information at the back of this instruction manual. Please have the following information available:

- The article number. This is: 12389
- Control system
- Hardware configuration:
  CPU (MHz)
  Memory (MB)
  Free space on hard disk (MB)
  Screen adapter: resolution and number of colours
- Scanner settings:
  Scan mode (colour: grey, black-white)
  Resolution (DPI)
  Send to (application, printer, etc.)
  Size (A4, B5, etc.)
- TWAIN interface version (see readme.txt on the CD-ROM)
  Name and version of the application software.
- A good description of what precisely does not work.
- A good description of when precisely the problem takes place.

7. Specifications

Type	Flatbed, CIS scanner
Optical resolution (H x V)	600 x 1,200 DPI
Maximum resolution	19,200 x 19,200 DPI
Scan Method	Single Pass
Scan mode	• 1 bit black-white • 12 bit greyscale • 48 bit colour
Document format	216 x 297 mm (A4) 8.5 x 11.7 inch (Letter)
Interface	USB
Dimensions (B x H x L)	269 x 52 x 414 mm
Weight (not including packaging)	2.0 Kg

8. Trust Customer Care Centres

Inhabitants of Great Britain and Ireland should contact:		
From: 9:30 – 17:00	**GB Office**	
	Internet	www.trust.com
	E-mail	support.uk@trust.com
	Fax	+44-(0)1376-514633
	Tel.	+44-(0)1376-500000
Inhabitants of Italy should contact:		
From: 9:00 – 13:00 / 14:00 – 18:00	**Italian Office**	
	Internet	www.trust.com
	E-mail	support.it@trust.com
	Fax	051-6635843
	Tel.	051-6635947
Inhabitants of France and North Africa should contact:		
From: 9:00 – 17:00	**French Office**	
	Internet	www.trust.com
	E-mail	support.fr@trust.com
	Fax	+33-(0)1-48174918
	Tel.	+33-(0)803-083080
Inhabitants of Germany should contact:		
From: 9:00 – 17:00	**German Office**	
	Internet	www.trust.com
	E-mail	support.de@trust.com
	Fax	02821-58873
	Tel.	0800-00TRUST (=0800-0087878)
Inhabitants of Spain should contact:		
From: 9:00 – 17:00	**Spanish Office**	
	Internet	www.trust.com
	E-mail	support.es@trust.com
	Fax	+31-78-6543299
	Tel.	+31-902 160937
Inhabitants of the Netherlands should contact:		
From: 9:00 – 17:00	**Dutch Office**	
	Internet	www.trust.com
	E-mail	support@trust.com
	Fax	078-6543299
	Tel.	0800-BELTRUST (=0800-23587878) of 078-6549999
Inhabitants of all other European countries should contact:		
From: 9.00 – 17.00	**European Head Office**	
	Internet	www.trust.com
	E-mail	support@trust.com
	Fax	+31-78-6543299
	Tel.	+31-78-6549999